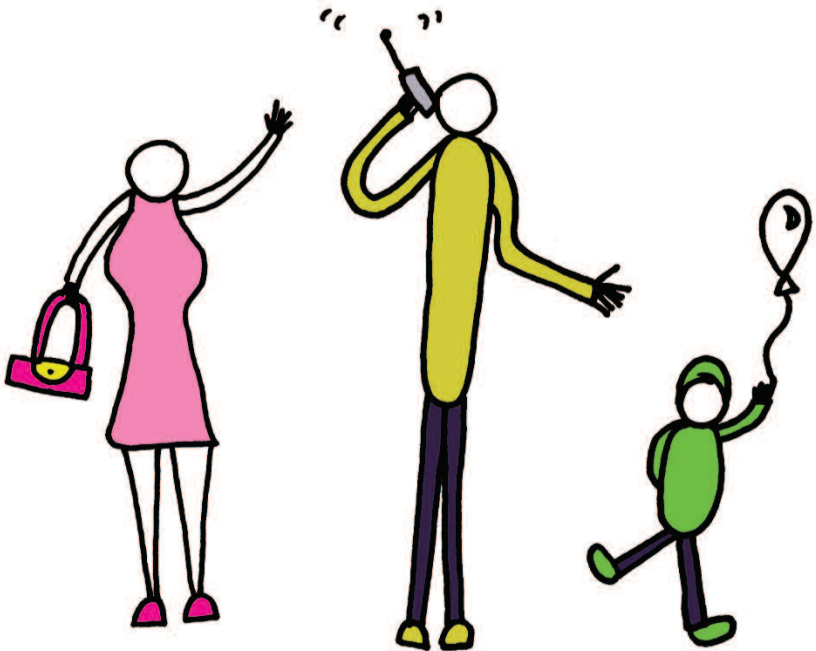


# Tenancy Support

Are we the right service for you?



Life seems to get more and more complicated and it is not always easy to cope.

## **Struggling to pay your rent? Not sure if you're claiming the correct benefits? Finding it difficult to look after your home?**

That's why Spire Homes has introduced the Tenancy Support service. This service aims to support Spire tenants who are finding it hard to maintain their tenancies.

Our service aims to promote independence and to build confidence enabling our tenants to manage their own tenancies.

## **How can we support you?**

We are able to support, advise, or signpost you on issues such as:

- First time tenancies
- Resettling into a new home e.g. setting up utilities, getting furniture
- Budgeting / Money management
- Welfare Benefits e.g. Housing and Council Tax benefit, DWP benefits
- Skills for life e.g. form filling
- Education / Training / Employment
- Accessing support networks
- Social integration

## **Who is eligible for support?**

Any tenant of Spire Homes is eligible for support. You may have recently moved in and are finding it difficult to settle in or you may be a tenant for many years and have recently had a change in circumstances which has impacted on your tenancy.

## **How is the service delivered?**

The service will primarily be delivered through Floating Support. This is where a tenancy support officer will visit you at your home to work on your specific needs. The benefits of Floating Support are that you receive face to face support in the privacy of your own home.

However, at times Floating Support may not be suitable for your specific needs, if this is the case support can still be delivered via meetings at the Spire Homes office, over the phone or email.

## **How regularly will we meet with you?**

Support will vary for each tenant. We might meet once a week, fortnight or month dependent on your specific needs.

## **How long does the support last for?**

The service is a low level and ongoing support service. We are able to support people for up to 6 months. Generally support is given over a few months until the tenant is ready to manage.

## **How do I apply for the service?**

If you feel you would like some support with your tenancy, please contact your housing officer or another professional you work with. They will then contact the tenancy support officer and send a referral on your behalf.

Once we receive your referral we will arrange a meeting with you and if possible the person who referred you to assess whether we think our service can meet your needs.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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